

National Finance Center (NFC) Business Service Management (BSM) ServiceNow® San Diego Enhancements

July 14, 2023

Reference Number: NFC-1689170568

Dear Customer,

The National Finance Center's (NFC) Business Service Management (BSM) ServiceNow® team is notifying our Customer Agencies that on July 29, 2023, the NFC BSM ServiceNow® application plan to release two enhancements:

- Automatic Attachment Encryption
 - Applies a system-generated encryption to all documents that are **attached** to ServiceNow® tickets.
 - Users will no longer need to encrypt, or password protect attachments prior to submission via ServiceNow®.
 - PII **must not** be entered anywhere within the ServiceNow® ticket, this also applies to all fields including Details, Short Description or Work Notes/Additional Comments. If PII is required for processing of a request or incident, it must be included via an attachment.
- Expanded Delegation Capabilities
 - Users chosen as delegates will have access to read, insert comments, and add additional attachments to a delegator's existing active tickets.

To ensure a successful release, NFC's BSM ServiceNow® team is opening the Training environment to all current users (<https://nfcerptrng.servicenowservices.com/login.do> - Non-Federated and <https://nfcerptrng.servicenowservices.com> – Federated) who wish

to participate in regression validation and verification beginning **July 12, 2023** and closing on **July 25, 2023**, no exceptions or extensions.

Attached is a Defect Problem Report (DPR) form to report any issues while regression validation and verification testing. Please submit an incident ticket in the training environment with your DPR form attached or email your DPR form to BSM.CUAT@usda.gov.

Additionally, NFC BSM ServiceNow® Customer Delegations and Encryption Updates guidance for validation and verification can be reviewed within the ServiceNow training environment, under "Outages and Events."

Attachments:

[Defect Problem Report \(DPR\) Form](#)